

FY07 SOMERVILLE BUDGET HEARINGS

Traffic & Parking

Director, **Jim Kotzuba**



T&P – FY06 Accomplishments & Initiatives

1. Customer Service

- Implemented auto-attendant, providing better customer service to callers
- Roll out meter card sales on July 1st
- Rolled out permit-renewal-by-mail option
- Fully implemented special permit program
- Changed hours to mirror City Hall's hours

Department of Traffic & Parking

133 Holland St – Somerville, MA 02144

617-625-6600 ext. 7900

Monday, Tuesday, Wednesday: 9 a.m. – 4 p.m.

Thursday: 9 a.m. – 7 p.m.

Friday: 9 a.m. – 12 noon

Hearings by appointment only.

Pay-by-phone credit card service available 617-625-1951

Pay-by-web credit card www.ci.somerville.ma.us

T&P – FY06 Accomplishments & Initiatives

2. Operations

- Analyzed citations by PCO to monitor productivity
- Worked with Personnel to prevent unexpected immediate transfers of employees to other departments

T&P – FY06 Accomplishments & Initiatives

3. Engineering

- Evaluated handicap parking space assignments and updated inventory, reducing spots from 273 to 152
- Supported Safe-Start meetings by helping to evaluate top accident intersections and proposed pedestrian improvements
- Revised evacuation routes working with Police, Fire, and MEMA
- Identified mitigation money to use for Traffic and Transportation improvement projects

T&P – FY06 Accomplishments & Initiatives

4. Evaluate Park Card option and other meter based revenue enhancements by end of year

- Park Cards have been designed and ordered
- Cards will be available to the public by the end of FY06

SomerStat Project Update

Thursday, May 04, 2006 1:59:56 PM

T&P

Customer Service

2. Service Data

Evaluate options regarding meter card sales. Somerstat has been surveying other cities. T&P met with card technicians on 10/26. (10/28) Initial cards have been ordered. What policy decisions need to be made? Update 12/15: Will have final cost of cards by next meeting. Update 1/6: \$4 per card, \$950 for recharger. Update 1/14: Jim to meet with Ed to resolve how the cards can be purchased. Mayor requests implementation ASAP. Update 1/26: Made design decision. Update 2/9: Purchasing should receive final quote soon. Within two months, T&P should be ready to start program in some meters w/July 1 complete implementation. Initial order is 4,025 and purchasing is working out final contract. Update 3/17/06: Contract has just been finalized. The initial order will take about six weeks from now to delivery (around 4/21/06). Prior to selling cards at the end of April, the meters need to be reprogrammed from a token-type of card to a debit-time card. Update 4/14: On target for July 1st launch.

T&P10.11.05
In Progress

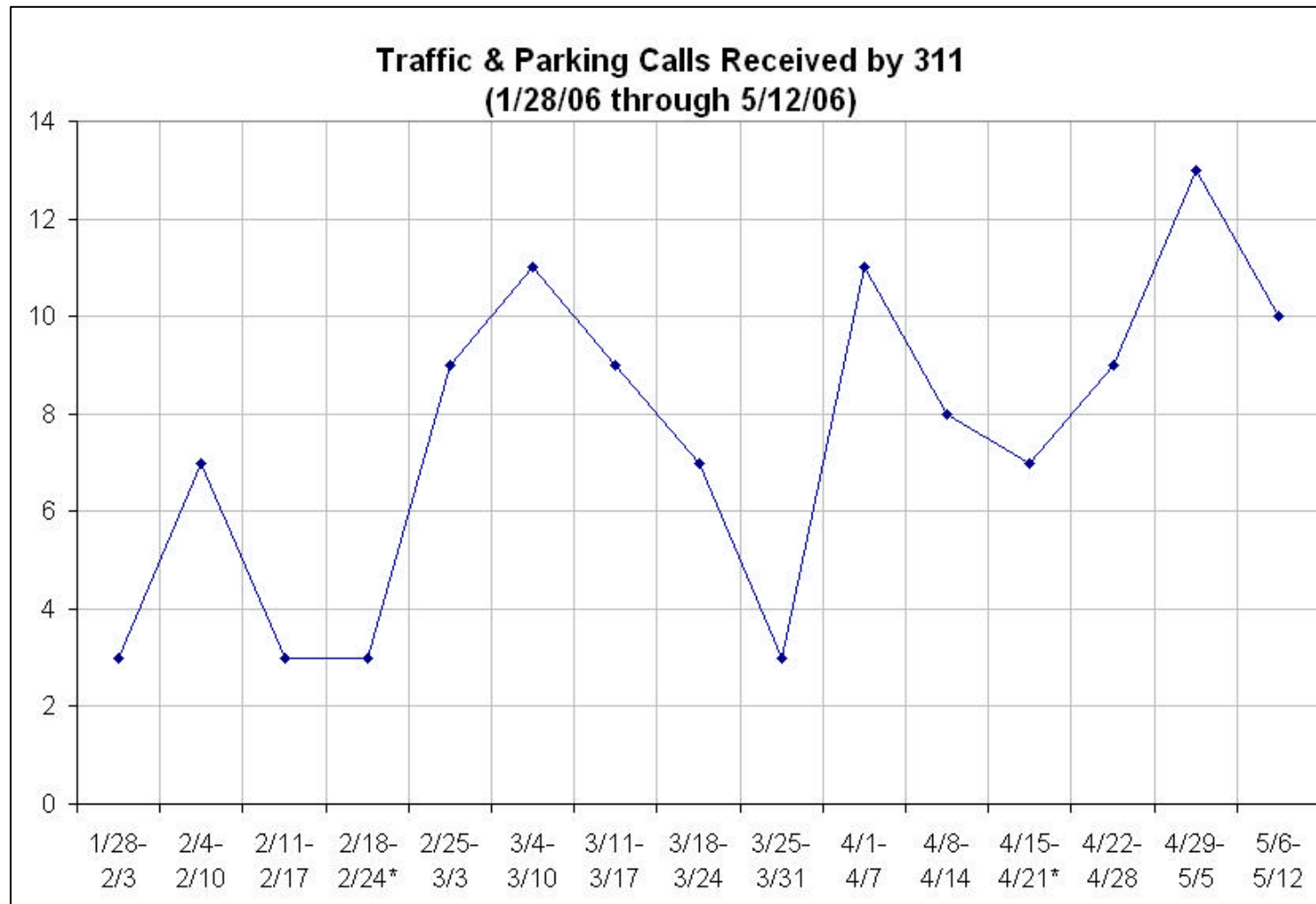
Report On 11/7/2005
Person: KOTZUBA

Kotzuba
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T&P – FY07 Goals

1. Operations and Revenue Collection

- Work with 311 and IT to improve flow of phone calls so all calls are answered in a timely manner



T&P – FY07 Goals

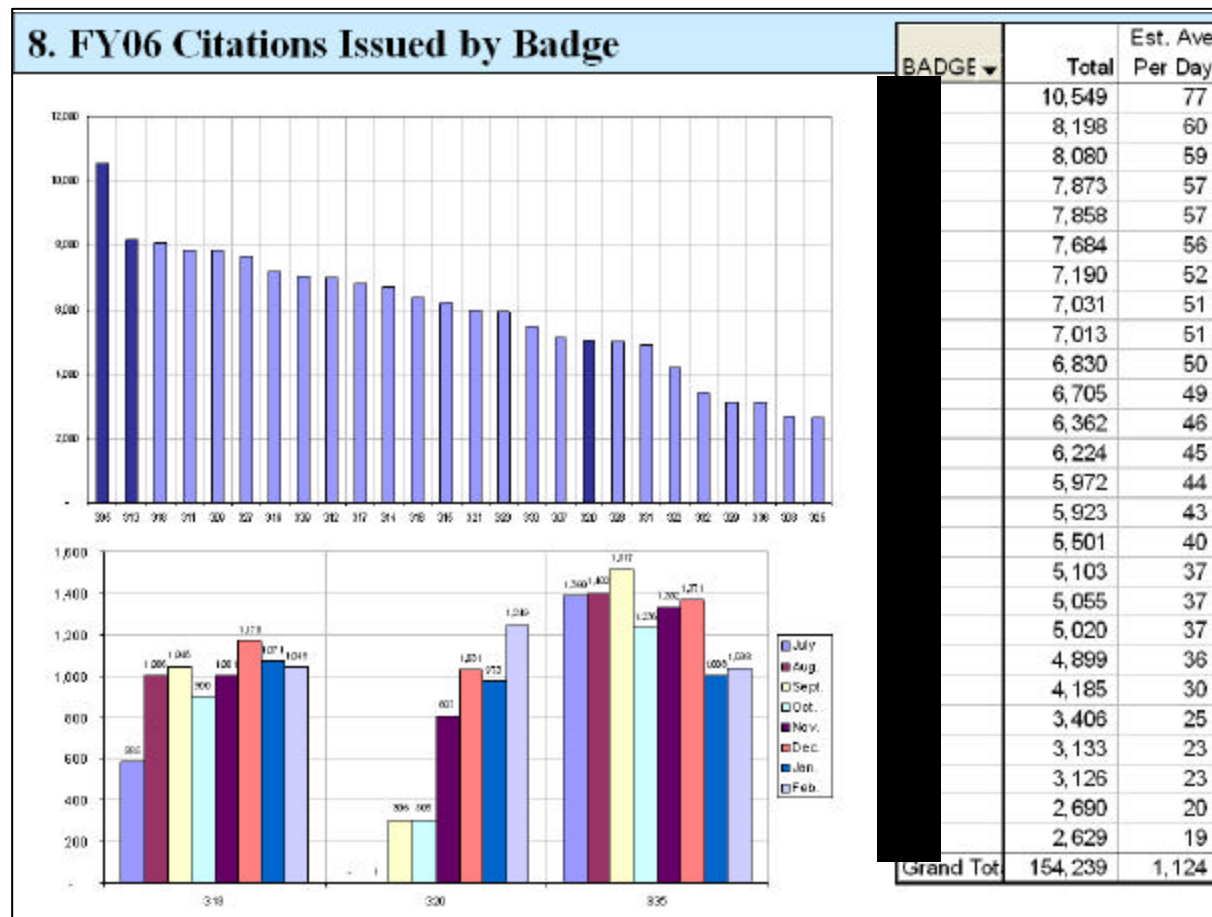
2. Engineering

- Work closely with the Pedestrian Safety Task Force to identify trouble spots for pedestrians and bikers and will make recommendations to the Mayor

T&P – FY07 Goals

3. Enforcement

- Improve the accuracy and efficiency of PCOs ticket issuance
- Change routes on a regular basis and constantly evaluate for effectiveness



T&P – FY07 Budget Proposals

- 1. Fully Staff PCO Positions:** Maintain a staff of 29 PCOs, including a temporary PCO to cover shifts and quickly address turnover.
- 2. Maintain Improved Parking Meters:** New electronic meters use batteries which involve a new cost to the City.
- 3. Provide 311 with Full ACS Technical Capability:** 311 will have access to all ticket information.